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June 30, 2006

Ms. Marlene Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Room TWA-325
Washington, DC 20554

RECEIVED

JUN 30 2006

Federal Communications Commission
Office of Secretary

Re: CG Docket 03-123
AT&T Submission of TRS Complaint Logs for Reporting Period
June 1, 2005 Through May 31, 2006

Dear Ms. Dortch:

In accordance with the Commission's Public Noticed dated May 31, 2006 (DA 06-1175), AT&T Inc. hereby submits an original and four (4) copies of its Annual Summary of Consumer Complaints Concerning TRS for the time period of June 1, 2005 through May 31, 2006. As required, AT&T is also submitting an electronic disk copy.

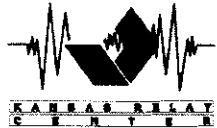
If you have any questions, please contact Toni Acton at 202-326-8843.

Sincerely,

Toni Acton
Associate Director

Attachment
cc: Pam Gregory

No. of Copies rec'd 0+4
List A B C D E



Kansas Relay Center

June 2005 - May 2006

	Jun 2005	Jul 2005	Aug 2005	Sep 2005	Oct 2005	Nov 2005	Dec 2005	Jan 2006	Feb 2006	Mar 2006	Apr 2006	May 2006	Total	Pct
Service Complaints - CA Related														
Failure to provide CA ID													0	0%
Failure to comply w/caller's Instruction	1												1	6%
Transparency													0	0%
Attitude							2						2	13%
Incorrect Procedure	2				2							1	5	31%
Verbatim													0	0%
Accuracy													0	0%
Spelling													0	0%
Unprofessional Call Handling	1												1	6%
Other					2	1				4			7	44%
Total	4	0	0	0	4	1	2	0	0	4	0	1	16	
Technical Complaints														
Sound Clarity/Garbled Messages				2									2	50%
External Call Routing Issues													0	0%
Connecting w/TRS		1	1										2	50%
Other													0	0%
Total	0	1	1	2	0	0	0	0	0	0	0	0	4	
Miscellaneous Complaints														
Billing Issues		1											1	50%
Complaint about another TRS										1			1	50%
Scope of Service													0	0%
Other													0	0%
Total	0	1	0	0	0	0	0	0	0	1	0	0	2	
Total Complaints	4	2	1	2	4	1	2	0	0	5	0	1	22	

TRS Complaint Log
Prepared by AT&T for the Kansas Relay Center (KRC)
Reporting Period
June 1, 2005 – May 31, 2006

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1.	6.5.05	Customer advised Supervisor that he was going to have to call SBC offices in St. Louis because the CAs were not following correct procedures on relay calls. He said a CA refused to type "dialing" when she dials a call out for him. The Supervisor looked on the computer screen, and saw that the CA did type "dialing" and "ringing 1... 2... 3..."	6.5.05	The Supervisor apologized to the customer because he was experiencing problems, and advised him that the CA did type "dialing" and it was still on the screen. The Customer yelled at the Supervisor for correcting him, and hung up. Management was informed of the conversation and it was determined the CA and the Supervisor followed correct procedures, so no further action was necessary.
2.	6.6.05	Customer placed a call through the relay and reached an answering machine. Per this customer's profile, we are to hang up the outgoing call immediately when reaching an answering machine. The CA informed him he had reached an answering machine, and then typed, "GA." The customer became irritated and screamed at the CA about using "GA" properly in the deaf culture.	6.6.05	The Supervisor came on line, and apologized for the inconvenience. Management was informed of the conversation and it was determined the CA followed correct procedures, so no further action was necessary.
3.	6.20.05	Customer said when he called in, he was immediately put on hold. 20 or 30 seconds later, he got a "PLEASE REPEAT", so he gave the number again. He wants the CAs to follow the policy on answering and making calls for customers.	6.20.05	The Supervisor came on line, and apologized for the inconvenience. Management checked, and determined the Customer reached the automated queue recording a few seconds before reaching the CA. No further action was necessary.
4.	6.25.05	Voice customer was upset and requested another CA handle her call. She felt the CA deliberately let her hear TTY tones during a VCO call.	6.25.05	The Supervisor apologized for the inconvenience, and obtained another CA to complete the call. Management spoke with the original CA, and reviewed the VCO keystrokes with her to avoid this error in the future.
5.	7.22.05	Customer approached David Rosenthal at the Kansas Association of the Deaf Conference in Olathe, Kansas with a question about his phone bill. He made a relay call last November, 2004 which was a long distance call and received a bill for it from Vartec which is not his IXC. Since then he has been receiving bills from them each time he makes long distance calls through KRC.	8.12.05	The customer provided copies of his telephone bills listing the charges. Management conducted an investigation, and discovered an incorrect IXC code for the IXC in the relay database. Corrections were made to the database, and the customer was given credit for his calls on his telephone bill.

TRS Complaint Log
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Reporting Period
June 1, 2005 – May 31, 2006

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
6.	7.25.05	Customer asked why the relay is always busy in the last several months. He went on and on to chastise the supervisor about how the relay is run.	7.25.05	Customer would not let the supervisor reply. Because the customer was not placing a call, and the relay was in queue, the call was disconnected to allow the CA to take another call.
7.	8.12.05	Customer complained about how long it took to get into the TRS, "about 19-20 rings."	8.12.05	The Supervisor apologized for the customer's inconvenience, and advised the customer that we were getting more calls than anticipated. Management was informed of the conversation. The customer had called in when there was a period of queue, which caused a delay in reaching a CA.
8.	9.9.05	Customer called in complaining about garbling and getting no response from the CA.	9.9.05	The Supervisor apologized for the problem and advised the customer they would report it to the management. The call was given back to the CA for a new call. Management was informed of the conversation, and the facilities engineer investigated the problem. It was apparently an isolated problem, most likely due to incompatibility between the customer's TTY and the TRS equipment at the moment of connection.
9.	9.15.05	The customer said when she calls in (usually around 4pm) she sometimes gets a CA and she's not sure what the CA is saying. She said she just a little bit ago tried to call her sister and the same thing happened. She said she is not complaining, but is just wondering why she gets this sometimes.	9.15.05	The supervisor apologized for the inconvenience, and suggested that she might be hearing the recording that plays when calls go into queue. The customer agreed, saying that it does always sound like the same voice whenever this happens. The supervisor suggested when this happens she could try waiting a couple of minutes to get a response from a live CA, or she could hang up and call back in a few minutes later when we will probably be less busy.
10.	10.13.05	Customer complained that a CA did not affirm to him that a message was left on an answering message; and that she never gives baseball and football scores correctly.	10.14.05	The Supervisor apologized for the problem and advised the customer they would report it to the management. Management was informed of the conversation, and met with the CA. The CA was coached to affirm that a message was left on an answering machine, and how to give the scores

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Reporting Period
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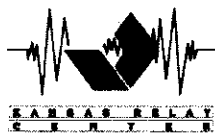
No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
				properly.
11.	10.16.05	Customer complained about having difficulties placing local calls through the TRS from a payphone.	10.16.05	<p>The Supervisor apologized for the inconvenience, and that they would report it to the management.</p> <p>Management was informed of the conversation, checked the procedures, and met with the CA. The CA was coached to check the manual at his/her position to make sure they were handling the call correctly. A policy reminder was routed to all CAs reminding them of how to handle appropriate screen codes, and to check the position manual or contact the Supervisor if they were not sure.</p>
12.	10.18.05	Customer complained that a CA hung up on him.	10.18.05	<p>The Supervisor apologized for the inconvenience and that they would report it to the management.</p> <p>Management was informed of the conversation, and met with the CA. The CA advised the manager that the incoming call disconnect box had appeared on her screen indicating the customer disconnected the call. The incident was referred to the facilities engineer, who could not duplicate the problem.</p>
13.	10.28.05	Customer complained of a CA refusing to make a call for him and asked if the CA could do that. He had given the CA a number to dial, but got no response.	10.28.05	<p>The Supervisor apologized, and advised the customer that the CA cannot refuse to place a call for him, and that he would report it to management.</p> <p>Management was informed of the conversation, and met with the CA. The CA stated the disconnect box had appeared, indicating the customer had disconnected prior to her dialing out. This was referred to the facilities engineer, who was unable to duplicate the problem.</p>
14.	11.1.05	Customer was upset because the CA had hung up on her while she was looking for a phone number, plus she has a hearing and vision disability.	11.1.05	<p>The Supervisor apologized, and advised the customer of our policy on holding length if the customer does not respond.</p> <p>Management was informed of the conversation, and no further action was necessary since the CA followed correct procedures.</p>

TRS Complaint Log
Prepared by AT&T for the Kansas Relay Center (KRC)
Reporting Period
June 1, 2005 – May 31, 2006

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
15.	12.9.05	Customer complained about a rude CA.	12.9.05 12.12.05	The Supervisor apologized, and advised the customer that this would be reported to management. Management was informed of the conversation. The CA resigned before management could meet with her.
16.	12.9.05	Customer called back to complain about same rude CA after another call.	12.9.05 12.12.05	The Supervisor apologized, and advised the customer that this would be reported to management. Management was informed of the conversation. The CA resigned before management could meet with her.
17.	3.14.06	Customer said the call he made was very important and the operator hung up during the call. He said it hurt him emotionally, and to be sure to tell the operator not to do it again. He said he always writes down who the operator is on every call. He wanted us to talk to her and tell her not to hang up on him again.	3.15.06	The supervisor apologized and advised the customer that this would be reported to management. Manager talked with the CA, who said the disconnect box had appeared, indicating the customer had disconnected during the conversation. This was referred to the facilities engineer, who ran reports on the switch reports. The report indicated that our switch received a disconnect message from the telephone network. Manager attempted to call customer back but was unsuccessful.
18.	3.15.06	Customer claimed the operator hung up on him during the call.	3.15.06	The supervisor apologized and advised the customer that this would be reported to management. Manager referred to facilities engineer, who ran another report on the switch results. The report indicated our switch received a disconnect message from the telephone network. Manager attempted to call customer back but was unsuccessful.
19.	3.20.06	Customer worked for a remodeling company and has used the relay for years because they hire many deaf people. She had received a call from a TTY user, and she felt the CA was very rude. She asked the CA for her number but the CA refused to give it to her saying that she only relayed the	3.20.06	The Supervisor apologized to the customer and told her we would take care of the matter. Supervisor reported this immediately to a manager, who pulled the billing records in an effort to identify the CA in question. There were no billing records for the numbers given except for the call to our CA to

TRS Complaint Log
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Reporting Period
June 1, 2005 – May 31, 2006

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
		conversation and was not allowed to get involved with the call. The customer said she asked the CA 3 separate times for her CA number and the CA refused. She indicated the call was placed to her around 1:10 p.m.		complain about the rude CA. The billing records indicated the call was made through another relay center, not through us. A manager called the customer back to advise her of the results of our investigation.
20.	3.22.06	Customer said he called 10 times in a row, and the CAs all hung up on him.	3.22.06	The Supervisor apologized to the customer and asked him if he had the CA numbers so she could follow up with them. The customer indicated he did not have them. The supervisor apologized but she could not do anything without the numbers but would refer this to management. A Manager was able to talk with the customer, and advised the customer of the report findings, and advised him to call his local telephone company to check out his telephone line in order to track down why the disconnects were occurring. The customer concurred, and thanked us for investigating this.
21.	3.23.06	Customer stated that he called in last night about the disconnect problem. He counted 11 times in a row that a CA hung up on him, and he was able to get one CA number.	3.23.06	The Supervisor apologized for the customer's inconvenience, and would talk with the CA. The CA told the supervisor that yes, she had this customer twice this evening, and each time he called in, he did not answer, causing our equipment to cycle through the voice, TTY, and ASCII modes twice without a response, so she disconnected due to abandonment of call.
22.	5.30.06	Customer called in asking for Supervisor. He was upset because he is on probation and has to call in for UA testing. He called earlier and the CA gave him only 2 colors instead of 4. He called in again later, and the second CA gave him 4 colors. He felt the first CA lied about the colors, which could get him in trouble with his Probation Officer. He wanted the first CA to do her job right.	5.30.06	The Supervisor apologized, and advised the customer that this would be reported to management. A manager talked with the CA, and determined the recording device was not used during that call. The CA was coached about always using the recording device to guarantee accurate relaying of information to the customer.



Michigan Relay Center

June 2005 - May 2006

Service Complaints - CA Related	Jun 2005	Jul 2005	Aug 2005	Sep 2005	Oct 2005	Nov 2005	Dec 2005	Jan 2006	Feb 2006	Mar 2006	Apr 2006	May 2006	Total	Pct
Failure to provide CA ID													0	0%
Failure to comply w/caller's Instruction				1		1							2	11%
Transparency													0	0%
Attitude													0	0%
Incorrect Procedure	1	1		2	1	1			1				7	39%
Verbatim													0	0%
Accuracy													0	0%
Spelling													0	0%
Unprofessional Call Handling		1						1			3		5	28%
Other	3			1									4	22%
Total	4	2	0	4	1	2	0	1	1	0	3	0	18	

Technical Complaints														
Sound Clarity/Garbled Messages													0	0%
External Call Routing Issues											1		1	25%
Connecting w/TRS		1											1	25%
Other	1										1		2	50%
Total	1	1	0	0	0	0	0	0	0	0	2	0	4	

Miscellaneous Complaints														
Billing Issues													0	0%
Complaint about another TRS													0	0%
Scope of Service													0	0%
Other													0	0%
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	

Total Complaints	5	3	0	4	1	2	0	1	1	0	5	0	22	
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TRS COMPLAINT LOG
PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER
JUNE 1, 2005-MAY 31, 2006

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
6/10/2005	The customer stated she gave the CA the number to dial. The customer said she did not receive a response from the CA. It seemed the call was disconnected.	6/15/2005	The manager reviewed the complaint with the CA. The CA explained that the customer's message was garbled on her screen. She asked the customer to please call back in hopes that it would clear up the equipment issue. The manager reviewed with the CA that all such issues should be reported to a supervisor before disconnecting the call. The supervisor apologized to the customer for the inconvenience.
6/10/2005	The customer stated that the CA hung up after his call and did not ask if he/she wanted to place another call.	6/10/2005	The Supervisor apologized to the customer for the inconvenience. The manager reviewed the complaint with the CA and reminded the CA to always ask the customer if he/she would like to place another call.
6/17/2005	The TTY customer stated the CA disconnected when he/she asked questions about the call. The "relayed" portion of the call was completed and the customer stated they wanted more information about the hearing customer's tone of voice. The TTY customer stated the CA did not answer the question, and alleged that the CA disconnected the call without asking if the customer wanted to place a subsequent call.	6/17/2005	The manager apologized to the customer and explained the CA must remain in role. To eliminate misunderstandings between both parties because of assumptions, MRC encourages their CA's to refrain from commenting on 'tones'. The CA is required to include clearly identified background noises and obvious changes in voice inflection during the call. The manager reviewed the complaint with the CA and reminded the CA to always ask a customer if they want to place a subsequent call.
6/20/2005	The customer stated that their call was disconnected in the middle of the conversation.	6/20/2005	The Supervisor apologized for the inconvenience and sent an apology card to the customer. The complaint was reviewed with the CA. The CA did not recall any instance where a call was dropped in the middle of the conversation. The manager reminded the CA to report all trouble conditions she may experience during call handling in the future.

TRS COMPLAINT LOG
PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER
JUNE 1, 2005-MAY 31, 2006

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
6/21/2005	The customer placed a call through the MRC. After 15 minutes the CA needed to switch with another CA. The customer stated that during the switch the call was disconnected.	6/21/2005	The Supervisor apologized to the customer. The complaint was reviewed with both CAs. Both CAs apologized and explained the call was accidentally disconnected during the switch. An apology email was sent by a manager to the customer via email. The customer did not respond.
7/1/2005	The customer stated that the CAs were not helping her. She is telling them it is a VCO call, but they are not responding to her.	7/1/2005	The Supervisor apologized for the customer's frustration. A manager established a time with the customer to visit her home and assist her with the VCO phone. During the visit, the manager identified that the customer was not depressing the appropriate buttons to identify herself as a VCO caller. The issue was resolved with customer education.
7/1/2005	The hearing customer stated the CA was "out of line and snotty" when she tried to inform the CA that she did not want to take the Relay call.	7/1/2005	The manager apologized to the customer and explained that MRC does not tolerate such behavior. The complaint was reviewed with the CA. The manager reviewed expectations that the CA demonstrate courtesy and professionalism at all times.
7/18/2005	The customer stated the CA did not let her know if her message was left on the answering machine.	7/18/2005	The Supervisor apologized to the customer. The complaint was reviewed with the CA. The manager reviewed with the CA the proper procedure for notifying the customer that the message has been left.
9/7/2005	The customer stated the CA disconnected before asking if he/she wanted to place a subsequent call.	9/7/2005	The Supervisor apologized to the customer and asked if he/she wanted a manager to call back and follow up on the complaint. The customer did not want a call back. The manager reviewed the complaint with the CA and reviewed proper procedure for questioning for additional calls.

TRS COMPLAINT LOG
PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER
JUNE 1, 2005-MAY 31, 2006

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
9/17/2005	The voice customer stated the CA announced Relay and gave their CA number, then suddenly disconnected.	9/17/2005	The manager apologized to the customer and stated it is possible the TTY person disconnected the call suddenly causing the CA to follow the TTY user's action. The manager still apologize to the customer for his/her frustration. The complaint was reviewed with the CA.
9/19/2005	The TTY customer was upset that the CA did not follow instructions he/she gave before the call was placed. The customer wanted the CA to hang up on the 5th ring. The CA typed out the recording. This is not what the customer wanted the CA to do.	9/19/2005	The manager apologized to the customer and reviewed the complaint with the CA. The CA stated that she did type the answering machine out of habit, and apologized for not following the customer's instructions. The manager reminded the CA to be aware of the customer's wishes.
9/23/2005	The customer stated the CA did not ask if he/she wanted to place another call.	9/23/2005	The Supervisor apologized and asked the customer if he or she wanted a manager to call back to follow up on the complaint. The customer did not want a manager to call back. The customer stated he/she would email the outreach manager. An apology email was sent from the manager and the CA was given an review of the proper procedure.
10/1/2005	The customer stated the CA did not ask him/her if he/she wanted to place another call.	10/1/2005	The manager apologized to the customer and thanked the customer for reporting this. The complaint was reviewed with the CA and the manager reviewed the proper procedure with the CA.
11/14/2005	The customer stated the CA was not helpful and did not redial the number after the answering machine came on. The CA typed "Thank you sk" after the customer asked the CA to redial.	11/14/2005	The Supervisor apologized to the customer and asked if he or she wanted a manager to call back to follow up on the complaint. The customer did not want to give a number for the manager to call back. The customer just wanted the supervisor to let the managers know this happened. The complaint was reviewed with the CA.

TRS COMPLAINT LOG
PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER
JUNE 1, 2005-MAY 31, 2006

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
11/22/2005	The VCO customer stated that the CA dialed a toll free number but did not keep him/her informed as to if the line was ringing or not. The CA simply typed the line was busy after a long pause. The customer asked the CA to redial. There was no response from the CA. Then the call was disconnected.	11/22/2005	The Supervisor apologized to the customer and thanked the customer for reporting this incident. The Supervisor asked if the customer would like a manager to call back to follow up on the complaint. The Customer did not want a follow up. The complaint was reviewed with the CA and proper call handling procedures were reviewed.
1/14/2006	A voice customer intended to call Consumer Energy but accidentally dialed MRC instead. The voice customer stated the CA was rude and very short with her.	1/14/2006	The Supervisor apologized to the customer for the rude service. The complaint was referred to the Manager. The Manager covered the CA on the complaint and reviewed the expectation of providing courteous customer service. The manager also called the customer back to follow up and apologize.
2/14/2006	The customer said his/her call was disconnected before the CA asked if he/she wanted to place a subsequent call.	2/14/2006	The Supervisor apologized to the customer for the inconvenience. A manager attempted to call the customer back for a follow up. The customer never returned the manager's calls. The complaint was reviewed with the CA.
4/1/2006	The voice customer stated the CA was very rude when her sister called her through the Relay. The customer did not have the CA's number at that time.	4/1/2006	The manager apologized to the customer for the rude service. The manager thanked the customer for calling to report this experience, as it provides the managers with an opportunity to improve the service provided. The manager asked the customer to note the CA's number if future problems occur, so that the manager may review the complaint with the appropriate employee. An apology card was sent to the customer's home address.
4/4/2006	The customer stated the CA was rude and did not ask he/she wanted to place another call. The customer said the CA seemed "rushed" during the call.	4/4/2006	The Area Manager apologized to the customer for the inconvenience, and thanked the customer for bringing this to our attention. The complaint was reviewed with the CA and the CA was reminded of the expectation that all calls be handled in a friendly and professional manner. The CA was reminded to always ask customers if they would like to place another call.

TRS COMPLAINT LOG
PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER
JUNE 1, 2005-MAY 31, 2006

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
4/5/2006	The customer stated she made an attempt to call Relay five times and received the same CA who got her call did not respond to her call. The customer stated she had to hang up and get a different CA.	4/17/2005	The Supervisor apologized to the customer for her frustration. The complaint was referred to a manager who made 3 attempts to follow up with the customer regarding this complaint. The complaint was reviewed with the CA and the CA stated she did not recall this problem. The CA did not experience any technical difficulties that night. The CA apologized as well for the customer's frustration. The manager reminded the CA to report any technical problems if it occurs.
4/11/2006	The Customer was upset that her TTY to TTY connection did not go through.	4/11/2006	The manager apologized to the customer and asked for an address to send an apology card. The customer did not want an apology card. The manager apologized again and encouraged the customer to continue to report the error if it happens again. The complaint was reviewed with the CA. The CA stated she followed the procedure, but has no way of knowing if the TTY to TTY connection was successful. She apologized, but stated she did follow procedure.
4/25/2006	The voice customer stated this was her first Relay call and she felt the CA was rude.	4/26/2006	The Supervisor apologized to the customer for the rude service. An apology card was sent to the customer's home address. The complaint was reviewed with the CA and the CA was reminded of the expectation that all calls be handled in a friendly and professional manner.

AT&T RELAY SERVICES
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006

June 8, 2006

DELAWARE	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0						0
TTY	0	0	0	0	0	0	0						0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
GEORGIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	1	1	1	0	0	0	0	0	0			3
TTY	0	1	0	1	0	0	0	1	0	0			3
TOTAL	0	2	1	2	0	0	0	1	0	0	0	0	6
MARYLAND	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	2	0	0	1	1	0	0	0	0	0	0	0	4
TTY	1	2	0	0	4	0	1	2	0	1	0	0	11
TOTAL	3	2	0	1	5	0	1	2	0	1	0	0	15
NEW JERSEY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	1	0	0	0	0	0					1
TTY	1	2	0	0	1	0	0	1					5
TOTAL	1	2	1	0	1	0	0	1	0	0	0	0	6
PENNSYLVANIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	1	1	0	0	0	0	2
TTY	2	1	1	2	1	0	1	1	2	0	0	0	11
TOTAL	2	1	1	2	1	0	2	2	2	0	0	0	13
VIRGIN ISLANDS	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0										0
TTY	0	0	0										0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
VIRGINIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	1	1	0	0	2
TOTAL	0	0	0	0	0	0	0	0	1	1	0	0	2
WEST VIRGINIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

AT&T RELAY SERVICES
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006

AT&T OTHER	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	1	1	0	0	0	0	2	0	0	0	0	1	5
TTY	2	1	1	1	0	1	1	2	1	1	3	1	15
TOTAL	3	2	1	1	0	1	3	2	1	1	3	2	20
TOTAL	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	3	2	2	2	1	0	3	1	0	0	0	1	15
TTY	6	7	2	4	6	1	3	7	4	3	3	1	47

Note:

- 1) AT&T Other category complaints are AT&T LDRC, OSD and/or customers from non-AT&T contracted states combined. Includes AT&T Internet Relay contacts.
- 2) TOTAL category combines complaints from all contracts/reported state services and AT&T Other category.
- 3) Service transitioned to new provider: DELAWARE as of Dec. 31, 2005
- 4) Service transitioned to new provider: GEORGIA as of March 31, 2006
- 5) Service transitioned to new provider: NEW JERSEY as of Jan. 31, 2006
- 6) Service transitioned to new provider: VIRGIN ISLANDS as of August 25, 2005

AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006

Complaint Summary by Category

June 8, 2006

Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	2	3	1	1	1	0	1	2	1	1	1	0	14
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	3	2	1	3	3	1	3	5	2	1	2	0	26
Typing Issues	4	2	2	2	3	0	0	1	1	0	0	0	15
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	1	0	0	0	0	2	0	0	0	0	2	5
Gender Accommodation	0	1	0	0	0	0	0	0	0	1	0	0	2
Total	9	9	4	6	7	1	6	8	4	3	3	2	62

Note: These are totals of all relay consumer complaints alleging violation of TRS minimum standards received in all entities handled by AT&T Relay Services.

AT&T RELAY SERVICES
DELAWARE
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006

5/16/2006

DELAWARE	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
VOICE	0	0	0	0	0	0	0					
TTY	0	0	0	0	0	0	0					
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0

Note: Service transitioned to new provider as of Dec. 31, 2005.

AT&T RELAY SERVICES
DELAWARE
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006
Complaint Summary by Category

5/16/2006

Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Transparency	0	0	0	0	0	0	0					
Confidentiality	0	0	0	0	0	0	0					
Verbatim	0	0	0	0	0	0	0					
Typing Issues	0	0	0	0	0	0	0					
In Call Replace	0	0	0	0	0	0	0					
Answer Performanc	0	0	0	0	0	0	0					
Gender Accommod	0	0	0	0	0	0	0					
Total	0	0	0	0	0	0	0	0	0	0	0	0

**DELAWARE RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

June 2005 – Nothing to report.

July 2005 – Nothing to report.

August 2005 – Nothing to report.

September 2005 – Nothing to report.

October 2005 – Nothing to report.

November 2005 – Nothing to report.

December 2005 – Nothing to report.

AT&T RELAY SERVICES
GEORGIA
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006

5/16/2006

GEORGIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	1	1	1	0	0	0	0	0	0			3
TTY	0	1	0	1	0	0	0	1	0	0			3
TOTAL	0	2	1	2	0	0	0	1	0	0	0	0	6

Note: Service transitioned to new provider as of March 31, 2006.

AT&T RELAY SERVICES
GEORGIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006
Complaint Summary by Category

5/16/2006

Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	1	0	1	0	0	0	0	0	0	0	0	2
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	1	1	0	0	0	0	1	0	0	0	0	3
Typing Issues	0	0	0	1	0	0	0	0	0	0	0	0	1
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	0	0	0	0	0	0	0	0	0	0	0
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	2	1	2	0	0	0	1	0	0	0	0	6

**GEORGIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

June 2005 – Nothing to report.

July 2005

Voice July 9, 2005

The caller complained that the CA was rude and was asking personal questions.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 28, 2005

FCC: Transparency

TTY July 11, 2005

The caller complained that the CA did not type out the recorded message when reaching the extension number requested.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 11, 2005

FCC: Verbatim

August 2005

Voice August 16, 2005

The customer said the CA did not type the conversation verbatim, and made personal statements about the call.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 16, 2005

FCC: Verbatim

September 2005

Voice September 1, 2005

The customer complained that the CA was rude and kept interrupting his conversation.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 16, 2005

**GEORGIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

FCC: Transparency

TTY September 30, 2005

The customer complained that the CA made typing mistakes that interfered with the call.

Category: Typing Skill/Speed

Escalation: Received by the New Jersey Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 30, 2005

FCC: Typing Issue

October 2005 – Nothing to report.

November 2005 – Nothing to report.

December 2005 – Nothing to report.

January 2006

TTY January 17, 2006

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 18, 2006

FCC: Verbatim

February 2006 – Nothing to report.

March 2006 – Nothing to report.

AT&T RELAY SERVICES
MARYLAND
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006

6-8-2006

MD	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	2	0	0	1	1	0	0	0	0	0	0		4
TTY	1	2	0	0	4	0	1	2	0	1	0		11
TOTAL	3	2	0	1	5	0	1	2	0	1	0	0	15

AT&T RELAY SERVICES
MARYLAND
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006
Complaint Summary by Category

6-8-2006

Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	1	1	0	0	1	0	0	0	0	1	0		4
Confidentiality	0	0	0	0	0	0	0	0	0	0	0		0
Verbatim	0	0	0	0	3	0	1	2	0	0	0		6
Typing Issues	2	1	0	1	1	0	0	0	0	0	0		5
In Call Replace	0	0	0	0	0	0	0	0	0	0	0		0
Answer Performance	0	0	0	0	0	0	0	0	0	0	0		0
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0		0
Total	3	2	0	1	5	0	1	2	0	1	0	0	15

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

June 2005

Voice June 6, 2005

Customer complained that the operator typed slowly and broke transparency by sighing heavily.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the Operator's manager would follow up accordingly.

Contact Closed: June 6, 2005

FCC: Typing Issue

TTY June 15, 2005

The customer complained that the Operator interrupted him/her while he/she was typing.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the Operator's manager would follow up accordingly.

Contact Closed: June 17, 2005

FCC: Typing Issue

Voice June 17, 2005

Customer complained the Operator kept interrupting him/her for spelling of names, and gave TTY user a GA before she was ready.

Category: Methods Related

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the Operator's manager would follow up accordingly.

Contact Closed: June 17, 2005

FCC: Transparency

July 2005

TTY July 21, 2005

The customer complained that the Operator did not have good typing skills.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the Operator's manager would follow up accordingly.

Contact Closed: July 25, 2005

FCC: Typing Issue

TTY July 25, 2005

The customer complained the Operator broke transparency.

Category: Other (CA/OPR)

MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the Operator's manager would follow up accordingly.

Contact Closed: July 27, 2005

FCC: Transparency

August 2005 – Nothing to report.

September 2005

Voice September 15, 2005

The customer complained the Operator was typing too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the Operator's manager would follow up accordingly.

Contact Closed: September 15, 2005

FCC: Typing Issue

October 2005

Voice October 5, 2005

The customer complained the Operator had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the Operator's manager would follow up accordingly.

Contact Closed: October 5, 2005

FCC: Verbatim

TTY October 17, 2005

The customer complained the operator made too many typos.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the Operator's manager would follow up accordingly.

Contact Closed: November 2, 2005

FCC: Typing Issue

TTY October 19, 2005

The customer complained the Operator broke transparency on her call.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the Operator's manager would follow up accordingly.

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

Contact Closed: October 21, 2005

FCC: Transparency

TTY October 20, 2005

The customer complained the Operator had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the Operator's manager would follow up accordingly.

Contact Closed: October 21, 2005

FCC: Verbatim

TTY October 24, 2005

The customer complained the Operator had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the Operator's manager would follow up accordingly.

Contact Closed: October 26, 2005

FCC: Verbatim

November 2005 – Nothing to report.

December 2005.

TTY December 16, 2005

Customer complained Operator did not relay verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the Operator's manager would follow up accordingly.

Contact Closed: December 16, 2005

FCC: Verbatim

January 2006

TTY January 1, 2006

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 9, 2006

FCC: Verbatim